

# **Complaints & Frequently Asked Questions Resources Reference List**



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Telephone: 1 (802) 241-2604  
TTY Relay Service: 1 (800) 253-0191

## **Complaint & Frequently Asked Questions Resources Reference List**

### **Victims of Abuse, Neglect, or Crime**

#### **Aging and Disabilities, Vermont Department of**

##### **Adult Protective Services, Vermont**

FREQUENTLY ASKED QUESTION: My disabled friend is living in her own apartment and her son is stealing money from her. Who do I call?

TYPE OF COMPLAINT: Elderly adults over age 60 and disabled individuals over 18 years of age

SERVICES OFFERED: Investigation and resolution of abuse, neglect, and exploitation.

TELEPHONE NUMBER: 1-800-564-1612, 1-802-241-2345

ADDRESS: 103 South Main Street, Waterbury, Vermont 05671-1612

#### **SRS Child Protective Services**

##### **Emergency Services Program, Vermont**

FREQUENTLY ASKED QUESTION: I suspect abuse is going on with this child. Who do I call?

TYPE OF COMPLAINT: Youth and children under the 18 years of age.

SERVICES OFFERED: Investigation and resolution of abuse and neglect.

TELEPHONE NUMBER: 1-800-649-5285

ADDRESS: 54 West Twin Oaks Terrace, #16, South Burlington, Vermont 05403

#### **Disability Project for Victim Assistance**

A collaborative project of Vermont Protection and Advocacy, Abuse and Rape Crisis, and the Disability Law Project of Vermont Legal Aid

FREQUENTLY ASKED QUESTION: My partner beat me up. I have a disability. I have to go to court to testify against him. I am afraid and don't know where to go and I don't know what to do when I get there. Where can I get help?

TYPE OF COMPLAINT: People with disabilities who are victims of crime, or abuse

SERVICES OFFERED: Information, support, advice, advocacy, legal representation, and community education.

TELEPHONE NUMBER: 1-802-651-9355, 1-802-651-9360 (TTY)

ADDRESS: 59-63 Pearl St., Suite 100, Burlington, Vermont 05401

## **Complaints against Hospitals**

### **Banking, Insurance, Securities & Health Care Administration, Vermont Department of**

#### **Health Care Administration**

FREQUENTLY ASKED QUESTION: I would like to file a complaint against the local hospital. Who do I call?

TYPE OF COMPLAINT: All Vermonters who have complaints or questions about health insurers and health care systems

SERVICES: Information, coordination into the oversight and regulation of health insurers and health care systems

TELEPHONE NUMBER: 1-802-828-2900

ADDRESS: 89 Main Street City Center, Drawer 20, Montpelier, Vermont 05620-3106

## **Complaints against professionals**

### **Secretary of State, Vermont**

FREQUENTLY ASKED QUESTION: I suspect my nursing assistant is stealing my medication. Where do I report this?

TYPE OF COMPLAINTS: The office provides complaint investigations for 37 professions and occupations (see attached list)

TELEPHONE NUMBER: 1-802-828-2363

ADDRESS: 109 State Street, Montpelier, Vermont 05609-1106

#### **Board of Medical Practice**

FREQUENTLY ASKED QUESTION: I recently had a minor operation. My doctor did a terrible job with the stitches leaving a gaping hole in my skin. Where do I report his malpractice?

TYPE OF COMPLAINT: Any complaint of unprofessional conduct, regardless of source, opens an investigative file. Investigation and resolution of complaints specific to medical practice.

SERVICES: Regulation and investigation

TELEPHONE NUMBER: 1-802-828-2363

ADDRESS: Secretary of State

#### **Office of Professional Regulation/Allied Mental Health Practitioner's**

FREQUENTLY ASKED QUESTION: I recently received a bill from my therapist for services I never received. When I called she said don't worry about it. Where do I report this?

TYPE OF COMPLAINT: All Vermont citizens specific to the regulation of Marriage and Family Therapists, Mental Health Counselors and Non-Licensed/Non-Certified Psychotherapists

SERVICES: Regulation and investigation of complaints

TELEPHONE NUMBER: 1-802-828-2363

ADDRESS: Secretary of State

## **Discrimination, Equal Rights & Civil Rights Issues**

### **Center for Independent Living, Vermont (VCIL)**

#### **Fair Housing Project**

FREQUENTLY ASKED QUESTIONS: Yesterday my landlord told me I had to leave my apartment right after I asked him to put a ramp on the back stairs. I have a disability that requires one. Who do I contact?

TYPE OF COMPLAINT: Anyone with a disability (physical, mental, sensory, developmental, or even if someone believes they have impairment) who believes they have been discriminated against regarding housing.

SERVICES OFFERED: Advocacy and information needed to resolve their problems.

TELEPHONE NUMBER: 1-800-639-1522 (voice & TTY)

ADDRESS: VCIL, 11 East State Street, Montpelier, Vermont 05602

### **Attorney General's Office**

#### **Civil Rights Unit**

FREQUENTLY ASKED QUESTION: I was told the reason I didn't get the job was because I was too old. What am I to do?

TYPE OF COMPLAINT: Discrimination and equal employment opportunities (EEO) Non-state employees

SERVICES: Information and Enforcement for Title I (EEO)

TELEPHONE NUMBER: 1-802-828-3171, 1-802-282-3665 (TTY)

ADDRESS: 109 State Street, Montpelier, Vermont, 05609-1001

### **Human Rights Commission**

FREQUENTLY ASKED QUESTION: I was refused an apartment because I have two children. Who do I turn to?

TYPE OF COMPLAINT: All Vermonters. Protection of civil rights (discrimination in housing, stores, businesses, offices, schools, government, and state employment).

SERVICES: Information, education, and investigation.

TELEPHONE NUMBER: 1-800-416-2010, 1-802-828-2480

ADDRESS: 135 State Street, Drawer 33, Montpelier, Vermont 05633

## **Legal Aid, Vermont (VLA)**

### **The Poverty Law Project (six locations with nine specialized projects)**

**FREQUENTLY ASKED QUESTION:** My mother is 75 years old and has a variety of mental health issues. She is no longer able to take care of herself in her home and needs 24 hours supervision. The owner of a local nursing home said she would not accept her because she has a diagnosis of mental illness.

**TYPE OF COMPLAINT:** Free civil legal services for people who are poor, elderly, or have a disability. Dealing with agencies, systems and bureaucracies specific to issues for dignity, independence, and civil rights. Some examples include: fair treatment in the welfare system, harassment by creditors, individual rights, disability, health care and prescription drug coverage, housing discrimination, and public benefits and assistance programs. Not pertaining to criminal issues or real estate.

**SERVICES:** Information, referral, and investigation of complaints

**TELEPHONE NUMBER (Main number):** 1-800-889-2047

**ADDRESS (Main office):** 57 North Winooski Avenue, Burlington, Vermont 05401

### **Disability Law Project**

**FREQUENTLY ASKED QUESTION:** I was denied services through my local Vocational Rehabilitation office. The counselor said, "I was too disabled to work. I want a job and I know I can work. What do I do?"

**TYPE OF COMPLAINT:** Civil legal services for Vermonters with disabilities and their families. Examples include: Benefits (Division of Vocational Rehabilitation, Social Security Insurance) victim's rights, guardianship, abuse, neglect and exploitation; discrimination in housing, education, employment, and public accommodations.

**SERVICES:** Information, referral, investigation, and resolution of problems and complaints.

**TELEPHONE NUMBER:** 1-800-889-2047

**ADDRESS:** VLA

### **Mental Health Law Project, Vermont**

**FREQUENTLY ASKED QUESTION:** I have an Order of Non-hospitalization that states I take my medications. I have been on the same medications for a long time and don't want them because of the side effects. What do I need to do to get the ONH changed?

**TYPE OF COMPLAINT:** Specific to individuals diagnosed with a mental illness.

**SERVICES:** legal representation for clients in the involuntary commitment process. Information, referral, investigation, and resolution of problems and complaints.

**TELEPHONE NUMBER:** 1-800-265-0660, 1-802-241-3222

**ADDRESS:** 121 South Main Street, P.O. Box 540, Waterbury, Vermont 05676

### **Long Term Care Ombudsman Project, Vermont**

**FREQUENTLY ASKED QUESTION:** I reside at Vermont State Hospital and was put in restraints for no good reason. Who do I call?

**TYPE OF COMPLAINT:** Specific to residents of Vermont's Nursing and Residential Care Homes. Examples include: transfer or discharge, loss of personal items, medications, finances, privacy, roommates, use of restraints,

**SERVICES:** Information, referral, investigation, and resolution of problems and complaints.

**TELEPHONE NUMBER:** 1-800-889-2047

**ADDRESS:** 264 North Winooski Avenue, Burlington, Vermont 05402

## **Senior Citizen Law Project, Vermont**

TYPE OF COMPLAINT: Legal services specific to Vermonters sixty years and older and their spouses. Examples include: discrimination in housing; employment; accommodations; accessibility; abuse, neglect, and exploitation; and major life decisions.

SERVICES: Information, referral, investigation, and resolution of problems and complaints.

TELEPHONE NUMBER: 1-800-889-2047

ADDRESS: VLA

## **Protection and Advocacy, Vermont (VP&A)**

FREQUENTLY ASKED QUESTION: I have a mental illness and am residing at a nursing facility and the nurse hit me. Where can I turn?

TYPE OF COMPLAINT: Individuals with mental illness.

SERVICES OFFERED: Protection, defense, and advocacy with a focus on abuse, neglect, exploitation, or violation of rights issues.

TELEPHONE NUMBER: 1-800-834-7890, 1-802-229-1355, 1-802-229-2603 (TTY)

ADDRESS: 141 Main Street, Suite 7, Montpelier, Vermont 05602

## **Complaints, Appeals & Fair Hearing**

## **Prevention, Assistance, Transition and Health Access, Department of (PATH) Office of Vermont Health Access**

### **Vermont Health Access Member Services, Vermont**

FREQUENTLY ASKED QUESTION: I am receiving disability Insurance and receive Medicaid. I am participating in a Community Rehabilitation and Treatment program. I have been formally denied an increase in services that I think are necessary for my recovery. Where do I call?

TYPE OF COMPLAINT: Medicaid and VHAP eligible clients

SERVICES OFFERED: Information regarding Medicaid benefits and eligibility, representation for Fair Hearing (service denial, access).

TELEPHONE NUMBER: 1-800-250-8427

ADDRESS: 5 Burlington Square, 3<sup>rd</sup> Floor, Burlington, Vermont 05401

## **Developmental and Mental Health Services, Department of (DDMHS)**

FREQUENTLY ASKED QUESTION: I am being served in a local Community, Rehabilitation, and Treatment (CRT) program. I have been denied an increase of services. What rights do I have?

TYPE OF COMPLAINT: People diagnosed with mental illness or developmental disabilities who have complaints (problems about issues other than services: treatment and rehabilitation), grievances (denial of services, a change in the amount of services, eligibility for services), or appeals (dissatisfaction with the local provider's response to a complaint or grievance). Also if a person needs emergency care and feels their life or health is in danger (expedited decision).

SERVICES OFFERED: Information, support, advice, and investigation of designated agencies that serve individuals with mental illness/developmental disabilities.

**TELEPHONE NUMBER:**

Mental Health Adult Division:	1-802-241-2604
Developmental Services Division:	1-802-241-2614
Child, Adolescent, and Family Division:	1-802-241-2650
TTY Relay Service:	1-800-253-0191

**ADDRESS:** 103 South Main Street, Waterbury, Vermont 05671-1601

**Healthcare Insurance/no insurance**

**Banking, Insurance, Securities & Health Care Administration (BISHCA),  
Vermont Department of, Health Care Insurance Consumer Assistance**

**Office of Health Care Ombudsman**

A special project of Prevention, Assistance, Transition and Health Access (PATH), Vermont Legal Aid, Inc. & (BISHCA)

**Healthcare issues**

**FREQUENTLY ASKED QUESTIONS:** My health insurance company refuses to pay for my mental health care. Who do I call?

**TYPE OF COMPLAINT:** Assists Vermonters with health care and health insurance issues.

**SERVICES OFFERED:** Referral, information, education, advice, and representation in administrative hearings.

**TELEPHONE NUMBER:** 1-800-917-7787

**ADDRESS:** P.O Box 1367, 264 N. Winooski Avenue, Burlington, Vermont 05402

**Coalition of Clinics for the Uninsured, Vermont (VCCU)**

**FREQUENTLY ASKED QUESTION:** I have no insurance and don't qualify for state poverty programs. I need medications for my mental illness what can I do?

**TYPE OF COMPLAINT:** All uninsured or underinsured Vermont Citizens whose incomes fall below 200% of the federal poverty line.

**TYPE OF SERVICE:** Provide free healthcare

**TELEPHONE NUMBER:** 1-802-388-2753

**ADDRESS:** PO Box 1015, Middlebury, Vermont 05753

**Prevention, Assistance, Transition and Health Access, Department of (PATH)  
Office of Vermont Health Access**

**Vermont Health Access Member Services, Vermont**

**FREQUENTLY ASKED QUESTION:** I am on Medicaid and have a mental illness. I am on VHAP insurance. They denied paying for a treatment I feel is very necessary. Who do I contact?

**TYPE OF COMPLAINT:** Medicaid and VHAP eligible clients

**SERVICES OFFERED:** Information regarding Medicaid benefits and eligibility, representation for Fair Hearing (service denial, access).

**TELEPHONE NUMBER:** 1-800-250-8427

**ADDRESS:** 5 Burlington Square, 3<sup>rd</sup> Floor, Burlington, Vermont 05401

## **Health Access Plan, Vermont (VHAP)**

FREQUENTLY ASKED QUESTION: I have no insurance. Who do I call?

TYPE OF COMPLAINT: Poor Vermonters whose income falls below 150% of the federal poverty line.

TYPE OF SERVICE: Information, and healthcare insurance

TELEPHONE NUMBER: 1-800-250-8427

ADDRESS: 103 South Main Street, Waterbury, Vermont 05671-1201

## **Landlord/tenant matters**

### **Attorney General's Office**

#### **Consumer Assistance Program**

FREQUENTLY ASKED QUESTION: All the tenants in our apartment complex have been evicted because the landlord plans to develop the land into a shopping mall. Who do we call?

TYPE OF COMPLAINT: Assists Vermont citizens in the resolution of consumer complaints specific to landlord/tenant matters.

SERVICES: Information and investigation (instances in which there are a number of complaints against the same business).

TELEPHONE NUMBER: 1-800-649-2424, 1-802-656-3183

ADDRESS: 104 Morrill Hall, U.V.M, Burlington, Vermont 05405

### **Tenants, Vermont**

FREQUENTLY ASKED QUESTION: My landlord has given me 10 days to leave my apartment saying it's too messy. I can't find a new apartment within that time period. Who do I call?

TYPE OF COMPLAINT: All Vermont Citizens having landlord-tenant issues

SERVICES: Information, and advocacy

TELEPHONE NUMBER: 1-800-287-7971

ADDRESS: 294 North Winooski Avenue, Burlington, Vermont 05401

## **Peer Advocacy & Support**

### **Center for Independent Living (VCIL), Vermont, (six specialized projects, and two focuses on resolving complaints)**

FREQUENTLY ASKED QUESTION: I have a mental illness and use a wheel chair to get around. I want to find more appropriate housing I can afford and I can get into.

TYPE OF COMPLAINT: Anyone with a disability

TYPE OF SERVICE: Advocacy & peer support, information, teaching, community education, and specialized funds that allow people with disabilities to be more active, promote employment, and live with dignity.

TELEPHONE NUMBER: 1-800-639-1522, 802-229-0501

ADDRESS: 11 East State Street, Montpelier, Vermont 05602



## **Peer Advocacy Counseling Program (PAC)**

FREQUENTLY ASKED QUESTION: I am very unhappy with my counselor. She doesn't care that I am living in poverty. I want someone to help me talk to her because I am afraid she would retaliate if I tell her my wishes. Who do I call for help?

TYPE OF COMPLAINT: Peer advocates assist individuals with disabilities specific to denial of benefits, or assistance in dealing with agencies and systems.

SERVICES OFFERED: Advocacy, referral, and information needed to resolve their problems (dignity, independence, and civil rights)

TELEPHONE NUMBER: VCIL

ADDRESS: VCIL

## **National Alliance for the Mentally Ill of Vermont (NAMI-VT)**

FREQUENTLY ASKED QUESTION: My son has been diagnosed with a mental illness. He needs help finding an apartment and in finding a job. Who can he call?

TYPE OF COMPLAINT: Assists families, consumers, and friends of people who have a serious mental illness.

SERVICES: Information, advocacy, and referral.

TELEPHONE NUMBER: 802-244-1396

ADDRESS: 132 South Main Street, Waterbury, Vermont 05676

## **Psychiatric Survivors, Vermont (VPS)**

FREQUENTLY ASKED QUESTION: I am residing at the Vermont State Hospital and want to leave. My social worker said I am ready to leave, but she can't find a housing situation except for in a group home. I want my own apartment. What can I do?

TYPE OF COMPLAINT: Assists psychiatric survivors living in Vermont

SERVICES OFFERED: Advocacy and conflict resolution for consumers and their various providers (mental health, social rehabilitation services, corrections, housing, benefits, etc.)

TELEPHONE NUMBER: 1-800-564-2106, 1-802-775-6834

ADDRESS: 1 Scale Avenue, suite 52, Rutland, Vermont 05701

## **Green Mountain Self Advocates (GMSA)**

FREQUENTLY ASKED QUESTION: How do I learn to speak-up for myself?

TYPE OF COMPLAINT: Peer advocates assist people receiving developmental services.

SERVICES OFFERED : Opportunities to join local self-advocacy groups and participate in a wide variety of leadership and self-advocacy workshops.

TELEPHONE NUMBER: 1-802-229-2600, or 1-800-564-9990

ADDRESS: 73 Main Street, Suite 401, Montpelier, Vermont 05602, or by e-mail at [gmsa@sover.net](mailto:gmsa@sover.net)

## **Rights and Responsibilities with Providers**

### **Client Assistance Program (CAP)**

FREQUENTLY ASKED QUESTION: My son is 18 years old and has not graduated from high school. He has been diagnosed with a variety of mental health issues. He wants a job and is being served by the Supported Employment program at school, but his worker said he would not receive any employment services once he graduates. He really needs more support than we can give him. What is our next step?

TYPE OF COMPLAINT: Clients who are applying for or are receiving services from the following agencies: Division of Vocational Rehabilitation, Vermont Center for Independent Living, Division for the Blind and Visually Impaired, Vermont Association of Business, Industry & Rehabilitation, Supported Employment, Transition Programs

SERVICES: Advocacy with appeals and intervening with providers listed above, information on rights and responsibilities. Also provides information on employment rights under the Americans with Disabilities Act.

TELEPHONE NUMBER: (Burlington): 1-800-747-5022(V/TTY), 1-802-863-2881 (V/TTY)

ADDRESS (Burlington): 264 North Winooski Avenue, Burlington, Vermont 05401

TELEPHONE NUMBER (Rutland): 1-800-769-7459 (V/TTY), 1-802-775-0021 (V/TTY)

ADDRESS (Rutland): 57 North Main Street, Rutland, Vermont 05701

**If you don't see the telephone number you need, please see the next page for additional telephone numbers**

## Less than frequently Asked Important resources List

### NAME OF AGENCY

### TELEPHONE NUMBER

<b><u>Aging and Disabilities, Vermont Department of:</u></b>	1-802-241-2400
Assistive Technology Project	
Area Agencies on Aging	
Blind and visually impaired	
Deaf and Hard of Hearing Program	
Traumatic Brain Injury Program	
Work Incentive Initiative Program on Benefits Issues	
<b><u>Alzheimer's Association:</u></b>	1-800-698-1022, 1-802-229-1022
<b><u>Another Way (Support Group):</u></b>	1-802-229-0920
<b><u>Association for Persons in Supported Employment, Vermont (APSE):</u></b>	1-802-656-1345
<b><u>Autism Society of Vermont &amp; Information Center</u></b>	1-802-559-7398
<b><u>Cares (Committee for AIDS Resources), Vermont:</u></b>	1-800-649-2437
<b><u>Central Vermont Community Action Council, Inc.</u></b>	1-802-479-1053
<b><u>Coalition for Disability Rights, Vermont:</u></b>	1-802-223-6140
<b><u>Counterpoint (newspaper):</u></b>	1-802-775-2226
<b><u>Defender General's Office (Prisoner's Rights Unit)</u></b>	1-802-828-3194
<b><u>Ethics Network, Vermont (Public education about ethical issues in healthcare):</u></b>	1-802-828-2909
<b><u>Federation of Families for Children's Mental Health, Vermont:</u></b>	1-800-639-6071, 1-802-223-4917
<b><u>Friends of Recovery:</u></b>	1-802-229-6103
<b><u>Governors Information and Referral Office:</u></b>	1-802-649-6825
<b><u>Health, Vermont Department of (Division of Alcohol &amp; Drug Abuse Programs):</u></b>	1-802-651-1550
<b><u>Healthcare Insurance Consumer Assistance:</u></b>	1-800-631-7788
<b><u>Health Care Ombudsman</u></b>	1-800-917-7787
<b><u>Home Access Program (HAP), VCIL (Home modifications)</u></b>	1-802-229-0501
<b><u>Licensing &amp; Protection:</u></b>	1-802-241-2345
<b><u>Low Income Advocacy Council, Vermont:</u></b>	1-802-373-3366
<b><u>Meals on Wheels (under age 60 for people with disabilities):</u></b>	1-802-229-0501
<b><u>Program in Community Mental Health:</u></b>	1-800-730-5542, 1-802-846-7305
<b><u>Psychiatric Association, Vermont:</u></b>	1-802-223-7898
<b><u>Psychological Association, Vermont:</u></b>	1-802-229-5003
<b><u>State Housing Authority, Vermont:</u></b>	1-802-828-3295
<b><u>Statewide Domestic Violence Hotline:</u></b>	1-800-228-7395
<b><u>Statewide Sexual Assault Hotline:</u></b>	1-800-489-7273
<b><u>Susan Williams Freedom Fund (Limited flexible funds):</u></b>	1-800-639-1522, 1-802-229-0501
<b><u>Telecommunications Relay Service, Vermont:</u></b>	1-800-622-4496, 1-800-734-8390 (TTY)
<b><u>Vermont State Hospital:</u></b>	1-802-241-1000
<b><u>Women Helping Battered Women</u></b>	1-802-658-1996
<b><u>Specific to Ticket to Work:</u></b>	
MAXIMUS (The Ticket Program Manager):	1-866-968-7842
DVR Vermont Work Incentives Initiative (Benefits counseling):	1-800-361-1239
VCIL (Peer benefits counseling):	1-877-807-9700
SSA Supported Employment Representative:	1-877-603-0143
DET Work Incentive and Disability Project:	1-802-951-4091
Vermont Protection and Advocacy:	1-800-834-7890

Office of Professional Regulation  
109 State Street, Montpelier, Vermont 05609-1106  
**Licensing and Complaint Investigation for 37 professions and occupations:**

<b><u>For Professions listed below:</u></b> Nurses Nursing Assistants Nursing Home Administrators	<b><u>Mail your complaint to:</u></b> Anita Ristau, Administrator 802-828-3180
<b><u>For professions listed below:</u></b> Auctioneers Land Surveyors Real Estate Salespersons & Brokers Real Estate Appraisers Funeral (Directors/Embalmers/Establishments)	<b><u>Mail your complaint to:</u></b> Ted McKnight, Administrator 802-828-3256
<b><u>For professions listed below:</u></b> Accountants, Public Barbers & Cosmetologists (Estheticians & Manicurists) Boxing, Managers & Promoters Dietitians Electrologists Hearing Aid Dispensers Motor Vehicle Racing Naturopathic Physicians Opticians Private Investigators & Security Guard Services Tattooists	<b><u>Mail your complaint to:</u></b> Nancy Morin, Administrator 802-828-2191
<b><u>For professions listed below:</u></b> Acupuncturists Architects Athletic Trainers Chiropractors Dentists, Dental Hygienists, Assistants Drug & Alcohol Counselors Engineers, Professional Allied Mental Health Practitioners (Mental Health Counselors, Marriage & Family Therapists & Psychotherapists, non-licensed and non-certified) Midwives Occupational Therapists Optometrists Osteopathic Physicians Pharmacists Physical Therapists Psychoanalysts Psychologists Radiological Technologists Social Workers, Clinical Veterinarians	<b><u>Mail your complaint to:</u></b> Rita Knapp, Administrator 802—828-2808

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**Upon Request, the DDMHS will furnish the contents of this handbook in an alternative format**